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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/932,368	08/17/2001	Suresh Ganesan	RSW920010129US1	4867

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EXAMINER

KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
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2642

DATE MAILED: 09/21/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.

09/932,368

Applicant(s)

GANESAN ET AL.

Examiner

Thjuan P Knowlin

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 08 July 2004.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1,3-5 and 7-16 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1,3-5 and 7-16 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 17 August 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)   | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

## DETAILED ACTION

### ***Claim Rejections - 35 USC § 102***

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.
2. Claims 1-2 and 4-16 are rejected under 35 U.S.C. 102(e) as being anticipated by Miloslavsky et al (US 6,625,139).
3. In regards to claims 1, 10, 11, 13, and 15, Miloslavsky discloses a method, system, and computer program product of processing customer contact requests, comprising steps of: receiving information from a particular customer service representative "CSR" (agent), over a network connection (Internet 1106) between a processing device (workstation 5126) used by the particular CSR and a remotely-located server (server 1132, stat-server 5140, CTI server 5132, and routing server 5142), indicating where the particular CSR is currently located (col. 23-24 lines 56-13 and col. 30 lines 51-63); creating a cookie for tracking a current location of the particular CSR, and storing the received location information therein; transmitting the cookie to the particular CSR over the network connection, such that subsequent messages received from the particular CSR over the network connection will automatically include the cookie (col. 23-24 lines 56-13 and col. 30 lines 51-63); receiving one or more incoming customer contact requests for which CSR interaction is indicated (col. 12 lines 47-53); and routing selected ones of the received customer contract requests to the particular

CSR using the received location information (col. 13 lines 34-53, col. 16 lines 9-27, and col. 16-17 lines 66-8).

4. In regards to claim 7 Miloslavsky discloses the method, wherein: the received location information indicates a device which is in use by the particular CSR, and to which the routing step should route the selected ones for the particular CSR; and the device indication is stored in the cookie (col. 23-24 lines 56-13 and col. 30 lines 51-63).

5. In regards to claim 4, Miloslavsky discloses the method, wherein the CSR interacts with a Web page to transmit the received location information and to handle the routed customer contact requests (col. 13 lines 14-33 and col. 19 lines 42-48).

6. In regards to claims 5, 9, 12, 14, and 16, Miloslavsky discloses the method, system, and computer program product further comprising the steps of: receiving revised location information from the particular CSR, wherein the revised location information indicates a different location where the particular CSR is now located; updating the cookie to store the received revised location information therein; transmitting the updated cookie to the particular CSR over the network connection, such that subsequent messages received from the particular CSR over the network connection will automatically include the updated cookie (col. 23-24 lines 56-13 and col. 30 lines 51-63); and subsequently routing selected ones of the received customer contact requests to the particular CSR using the received revised location information (col. 23-24 lines 56-13, col. 27 lines 18-34, and col. 27 lines 50-60).

7. In regards to claims 8 and 9, Miloslavsky discloses the method, wherein the received location information indicates a geographic location of the CSR; and the

Art Unit: 2642

indicated geographic location is stored in the cookie (col. 23-24 lines 56-13 and col. 30 lines 51-63).

***Claim Rejections - 35 USC § 103***

8. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.
9. Claim 3 is rejected under 35 U.S.C. 103(a) as being unpatentable over Miloslavsky et al (US 6,625,139).
10. Miloslavsky discloses all of claim 3 limitation, except the method, wherein the processing device used by the CSR is a thin-client device. Miloslavsky, however, does disclose the processing device used by the CSR as being a computer (client computer 1114). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention to use a thin-client device (i.e. handheld computer or palm device) as a way of allowing the CSR to report location information.

***Response to Arguments***

11. Applicant's arguments filed 07/08/04 have been fully considered but they are not persuasive. Applicants argue that there is no teaching that Miloslavsky receives a CSR's location information; stores it in a cookie; transmits the cookie to the CSR; receives contact requests; and routes the contact requests to CSRs using the received location information. Examiner respectfully disagrees with this argument. Miloslavsky does teach receiving a CSR's location information (col. 23-24 lines 56-13 and col. 30

lines 51-63); storing it in a cookie (col. 30 lines 56-13); transmitting the cookie to the CSR (col. 23-24 lines 56-13 and col. 30 lines 51-63); receiving contact requests (col. 12 lines 47-53); and routing the contact requests to CSRs using the received location information (col. 13 lines 34-53, col. 16 lines 9-27, and col. 16-17 lines 66-8).

### ***Conclusion***

12. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).


13. A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

14. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P Knowlin whose telephone number is (703) 308-1727. The examiner can normally be reached on Mon-Fri 8:00-4:30pm.

15. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703)305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

16. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thjuan P. Knowlin

  
WILLIAM J. DEANE, JR.  
PRIMARY EXAMINER